



# COD Processing Update

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April 23, 2004

## *Direct Loan*

### COD News

#### **GAPS Debit Date Implementation Delayed (04/19/04)**

Due to an emergency ED software upgrade, the implementation of the GAPS software update that was scheduled to take place on April 18, 2004, has been delayed until the weekend of April 23-25, 2004. As a result, the new GAPS Transaction Date field on the SAS report and the new GAPS Debit Date field on the COD web site's Cash Activity Screen will be populated as follows:

- New transactions that enter the COD System before the April 25, 2004 GAPS software update will be populated with zeroes.
- New transactions that enter the COD System after the April 25, 2004 GAPS software update will be populated with the date COD receives from GAPS.

This information updates DLB-04-08 on the IFAP web site at:

<http://www.ifap.ed.gov/dlbulletins/DLB0411.html/>.

We would like to apologize for any inconvenience this may cause and will inform you when the software upgrade is completed.

#### **EDConnect, Version 6.0 Now Available for Download (04/16/04)**

The U.S. Department of Education is pleased to announce the availability of EDconnect, version 6.0. We strongly encourage you to install v6.0 to take advantage of the many enhancements and fixes from previous versions. Please note that EDConnect 6.0 is *not* an upgrade to version 5.X. It is a completely new version. There is no upgrade installation option.

You can access the explanation of changes and enhancements as well as detailed instructions for downloading EDConnect 6.0 on the IFAP web site at:

<http://www.ifap.ed.gov/eannouncements/0414EDconnectver60.html>.

If you need further information you may reach CPS/SAIG Technical Support Monday through Friday, 7:00 a.m.-7:00 p.m. (CT), at 800/330-5947 or email [CPSSAIG@pearson.com](mailto:CPSSAIG@pearson.com).

#### **Processing Updates Available on IFAP (04/16/04)**

COD is pleased to announce that each Friday the COD Processing Updates for Direct Loan and Pell Grants are posted as an Electronic Announcement on the IFAP web site, [www.ifap.ed.gov](http://www.ifap.ed.gov).

If you have not done so already, COD encourages you to become an IFAP subscriber. IFAP subscribers can choose to receive a daily and/or weekly e-mail informing them when publications have been posted to IFAP. In order to subscribe to IFAP:



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- 1) Go to the IFAP web site, [www.ifap.ed.gov](http://www.ifap.ed.gov).
- 2) Click on the *Member Services* link, located in the blue bar on the bottom left side of the IFAP web site. The next screen will display Username and Password fields.
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### **Reminder: Deactivation of COD Web Site UserID (04/15/04)**

COD would like to remind users that the COD System will deactivate COD UserIDs when:

- A first-time COD user who has been assigned a UserID and password has not accessed COD for a consecutive **six-month** period; and
- An established COD user who has been assigned a UserID and password has not accessed COD for a consecutive **three-month** period.

School Users 1-4 and Third Party Users 1-4 should contact their System Administrators to reactivate their COD web site UserIDs. System Administrators (School User 5 and Third Party User 5) are the only users that need to contact the COD School Relations Center to reactivate their COD web site UserIDs. If you have any questions about reactivating your COD web site UserID, please contact the COD School Relations Center.

## **Resolved Issues**

### **Missing Promissory Note Acknowledgments [02/06/04 (Updated 04/22/04)]**

COD earlier notified schools of an issue where Phase-In Participants were not receiving promissory note acknowledgements (DIPA or #A) when a change was made to a loan and the loan then was linked to a valid promissory note. COD has updated the code, and promissory note acknowledgements are now automatically generated when this situation occurs. If you are in need of a promissory note acknowledgement in the future, please contact the COD School Relations Center.



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### **Linking Promissory Notes and Awards With Punctuation [03/19/04 (Updated 04/21/04)]**

COD previously notified schools of an issue concerning the linking of promissory notes to awards that contain punctuation (such as a period, hyphen, or apostrophe) in the first two characters of the first name. This resulted in awards being unable to link to a valid promissory note.

The COD development team worked with the promissory note imaging team to resolve this issue. The promissory note information is now transmitted properly to the COD System for processing. Additionally we have linked any outstanding awards to their promissory notes and acknowledgements were sent to the schools affected. If you have any promissory note linking issues in the future, please contact the COD School Relations Center.

### **Online Changes Generating Promissory Note Packages In Error [12/16/03 (Updated 04/14/04)]**

Previously we informed the community of an issue where the COD System was generating additional promissory note packages to borrowers after a change was made to a Direct Loan record on the COD web site. Generally, the awards were already linked to a promissory note and borrowers were advised to ignore the additional correspondence.

This issue has been resolved and borrowers should no longer be receiving extra promissory note packages. If your school's borrowers experience this issue in the future, please report this information to the COD School Relations Center.

### **Delay in Receiving Funding [04/08/04 (Updated 04/12/04)]**

Due to issues identified within the COD System, some schools may have experienced a delay in receiving their Pell Grant or Direct Loan funding. This affected requests made on Monday, April 5, 2004. We believe that all funding is now up to date and apologize for any inconvenience this caused.

## Current Issues

### **Issue With Credit Checks Submitted Via Batch [04/15/04 (Updated 04/22/04)]**

COD was experiencing an issue where credit checks were not being performed as they should have been upon receipt of Direct PLUS Loan records submitted via the batch process. In these cases, the COD System was returning an accepted Response/Acknowledgement with a Pended credit status to schools.

The COD development team has performed root cause analysis and determined that this error is due to an interface error between COD and the Credit Agency. The interface error has been resolved and should not occur going forward.

The affected Direct PLUS Loan records still need to be addressed. Our development team is in the process of identifying all of the affected records and determining how they will be cleaned up. In the meantime, if your school is in immediate need of a loan that was impacted by this issue, you have the option of zeroing the loan in your school's system containing the pended credit check and then re-originating a new Direct PLUS Loan with a different sequence number in the



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award ID. The new loan will be processed timely, and a correct credit decision will be returned to your school.

### **COD Web Site Response Time [03/19/04 (Updated 04/22/04)]**

COD has learned that COD web site users are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD has identified several potential causes of the issue and is in the process of evaluating the causes. We ask users to continue to be patient. In the meantime, please continue to e-mail screen shots of any error messages received while performing a search to the COD School Relations Center at [CODSupport@acs-inc.com](mailto:CODSupport@acs-inc.com).

### **Direct Loan Reports On COD Web Site [11/12/03 (Updated 04/19/04)]**

COD previously reported to schools that we believed all the outstanding issues with viewing Direct Loan reports on the COD web site were resolved, but we were waiting for the next run of the monthly reports in order to confirm.

COD has discovered an additional issue with the Direct Loan 30-Day Warning report that is available on the COD website. A school may not be able to access the report from its COD Reports newsbox. If a school is in immediate need of its report the school should import the report from its SAIG mailbox. If a school needs assistance with retrieving the report from SAIG the school can contact CPS/WAN at (800)-330-5947.

The COD technical team is currently performing initial analysis of the issue and we will share updates as they become available.

### **COD Cash Activity Screen Inaccurate [02/19/04 (Updated 04/19/04)]**

COD previously advised schools of an issue where the COD Cash Activity screen was not always displaying every drawdown that was reflected in the GAPS Activity Report. Subsequently, COD discovered that other cash activity was also not displaying.

On April 5, 2003, COD cleaned up the drawdowns. However, other cash activities such as Refunds of Cash have not yet been cleaned up. We are currently testing the code changes to resolve this issue. COD will provide further information as it becomes available.

### **COD Edit 116 Not Working Correctly [01/06/04 (Updated 03/26/04)]**

COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. The COD development team has created the test scenarios and is testing them. We will provide updates on this issue as progress is made.



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### **Direct Loan Servicing and COD System Interface Issues (03/25/04)**

COD transmits a daily file to the Direct Loan Servicing System (DLSS) updating DLSS with Direct Loan booking information. Sometimes, not all of the information is processed correctly due to systematic rejects and interface issues between the systems. When this occurs, COD reviews the rejects and processes them accordingly. Additionally, we implement code fixes and cleanups of incorrect data when necessary.

In some cases, the processing of rejected records and the related code fixes can take several weeks to complete. We understand that it causes confusion when data does not match between the systems and work to resolve any discrepancies as quickly as possible.

### **Prior Award Year Promissory Notes Not in COD (03/23/04)**

When performing system reconciliation of the COD System, the Direct Loan Imaging System, and the Direct Loan Servicing System (DLSS), we found that approximately 4,000 promissory notes were not migrated into the COD System. COD, DLSS and the Imaging Center are working on the cleanup to transfer the remaining notes to COD. We will notify schools when this has been completed.

### **Loans with Pending First Disbursement Failing to Book (03/23/04)**

COD has identified an issue with booking notifications. For Direct Loan awards that have a pending first disbursement, and also have an actual 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, or 5<sup>th</sup> disbursement, the award is failing to book. As a result, a booked date does not appear in COD, a booking notification is not generated, and the award is not being passed on to the Direct Loan Servicing System.

COD is performing analysis on the issue and prioritizing the impact. COD will provide further details once a resolution plan and date have been established.

### **Inactive MPN Not Viewable on COD Web Site [02/17/04 (Updated 3/19/04)]**

When COD is notified by the Direct Loan Servicing System that a borrower has filed for bankruptcy or is deceased, the status for the MPN or MPNs associated with the applicable loans is changed to Inactive. COD has determined that when a Person Award search is performed on the COD web site the MPN is not viewable; however, it should display as Inactive.

This is a COD web site display issue only, and the loans are being inactivated correctly. Because this issue is not affecting critical areas it has been given a lower priority. COD will continue to monitor this issue and will provide updates as progress is made.

### **Changes to Award and Disbursement Amounts Not Processed Correctly [11/05/03 (Updated 03/19/04)]**

COD had an issue where schools were attempting to reduce/zero an award with a pended or actual disbursement and while the award amounts were reduced the disbursements were still showing an amount in COD. This caused the pending disbursements to appear on the school's pended disbursement list. Additionally, schools may have had a reject for COD Edits 041(Changed Award Amount is Less Than Total Disbursements) and 067 (Incorrect Disbursement Amount).

COD implemented a code fix in early January to allow award and disbursement changes to be processed correctly. However, after further research it was determined that the code fix is not



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working correctly. As a result, a new code change has been designed and is now being tested by our development team. We will provide updates as they become available.

### **COD Edit 089 Rejecting Incorrectly [10/30/03 (Updated 03/19/04)]**

COD has determined there are two separate issues involving COD Edit 089 (Invalid Disbursement Due To Pending Bankruptcy). These are described below:

- The first issue affects students that have filed for bankruptcy and whose loans have since been discharged. The schools have obtained the new promissory note and sent in the origination for a new loan (which was accepted). When the school is trying to send in the disbursement record (dated after the discharge date) they are rejecting for COD Edit 089.
- The second issue occurs when schools are trying to zero the existing award and disbursement when a student files for bankruptcy (prior to obtaining a new promissory note). When the schools are attempting to zero the disbursement they receive COD Edit 089.

The COD development team is still continuing to research the code and associated processing issues and will report updates as they become available.

### **MPN Status Inaccurate On COD Web Site [10/30/03 (Updated 03/19/04)]**

For the 2002-2003 and 2003-2004 award years, the COD web site is displaying an MPN Status of Active for MPNs that have expired. The MPN Status should display Inactive. Currently we believe this is only a display issue. This is causing confusion for schools because the COD web site and NSLDS are both displaying an active status instead of an inactive status. Since this is a web display issue and does not impact data processing, it has been given a low priority status by our issue resolution team. COD will provide updates on this issue as they become available.

### **COD Issues from 2004-2005 System Implementation (03/17/04)**

COD has discovered the following system issues related to the 2004-2005 system implementation that occurred the weekend of March 12-14, 2004.

- When performing an MPN Search using only the last name, not all of the results display on the web screen. Until this issue is resolved, users are encouraged to perform an MPN search using both the first and last names.
- When performing an MPN Search, the Academic Year start and end dates display for multi-year MPNs. The Academic Year dates should display only for single-year MPNs.
- When viewing the Direct Loan Disbursement list screen, the fee field displays as a negative number instead of a positive number for records in an active status.

The COD development team is researching the code fix for these issues, and we will provide updates as they become available.

### **Direct Loan Rebuild File (03/12/04)**

COD has discovered another issue with the Direct Loan Rebuild file. In some cases, the anticipated disbursement information fields in the report are being populated with the end date of the loan period and a \$0 amount instead of the correct anticipated disbursement date and anticipated disbursement amount. COD is researching the cause of the incorrect data in the report, and will provide updates as they become available.



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### **Direct Loan School Account Statement (SAS) Report Issues [02/03/04 (Updated 03/09/04)]**

COD has several outstanding issues that affect the SAS report. The issues are listed below. Please note: these issues are not affecting every school, so please review your SAS carefully.

- 1) In some cases, the booked date was not listed for a disbursement when the loan booked date was populated. This resulted in disbursement transactions appearing as unbooked when they are really booked.

The COD 3.0 release includes a code change that should correct this issue. After the release, post implementation verification will occur to ensure the code is working properly. After this code is verified as working properly, this issue will be considered resolved.

- 2) Two schools reported that disbursements were appearing multiple times on the SAS report under the same sequence number. Analysis has shown that these issues were connected to specific system cleanup activities for a different issue, and this should not be a recurring problem for schools.

COD understands these issues may impact your ability to use the SAS, however you still need to use this report to the best of your ability for reconciliation and substantiation. If you have any questions about your SAS report or reconciliation, please contact the COD School Relations Center.

### **Disbursements Not Displaying on COD Web Site [12/11/03 (Updated 03/08/04)]**

COD has identified an issue where disbursements/adjustments are being processed in COD, but are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the History screen.

COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site. COD has identified two different code fixes and cleanups that need to take place to resolve the problem.

The first code fix has been migrated, and the clean up plan for the affected records has been developed, and will be performing the cleanup shortly. COD continues to test the second code fix and will notify schools when testing has been completed. In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

### **Mixed Person Records In COD (03/02/04)**

As you are aware, the COD System is based on the establishment of a person record and contains person records established as early as 1999-2000. COD has discovered that primarily due to inaccurate SSNs that have entered the COD System, approximately 300 records (out of approximately 14 million person records in the COD System) have mixed with other COD records. Since PLUS borrowers are not matched with CPS, the majority of the people affected by this issue are PLUS borrowers. COD has a dedicated team working to resolve the small number



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of records that have been mixed. We would like to assure you that if your data has been affected by this rare problem it is not lost in the COD System and it will be corrected.

Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person's correct SSN.

COD is working on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.



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## *Pell Grants*

### COD News

#### **GAPS Debit Date Implementation Delayed (04/19/04)**

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## **Resolved Issues**

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### **COD Edit 115 Not Working Correctly (04/06/04)**

COD has identified an issue where COD Edit 115 (Student Referred to DCS but repayment schedule not established, no further disbursements can be accepted for this student for this award year) is being returned incorrectly to schools that attempt to increase/decrease an actual disbursement (DRI=True) for a student that has been referred to DCS for collection of a Pell Grant overpayment.

Additionally, the Pell Grant referral amount and payment amount collected are not being updated correctly in the Pell Collection Referral Amount and Pell Collection Amount Collected fields on the COD web site's Award Detail Information screen. The COD development team is researching these issues, and we will provide updates as they become available.

### **COD Edit 116 Not Working Correctly [01/06/04 (Updated 03/26/04)]**

COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. The COD development team has created the test scenarios and is testing them. COD will provide updates on this issue as progress is made.

### **COD Financial Screens Incorrect on COD Web Site [05/05/03 (Updated 03/19/04)]**

As previously reported, the COD web site financial screens are displaying incorrect information. The "Summary Financial Info" screen is not displaying correct figures in the fields of "Disbursement Amount", "Disbursement Adjustment Amount" and "Ending Cash Balance".

Additionally, COD has found the Total Unduplicated Recipients field on the "Funding Information" screen is not displaying the correct figure. Schools can refer to the "Yearly Totals" screen to view the correct figure for the Total Unduplicated Recipients.



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COD is working to resolve these discrepancies. In the meantime, schools should refer to the “Funding Information Screen” for correct figures (with the exception of the Total Unduplicated Recipients). COD is asking schools to be patient regarding progress on this issue. Resources are focused on other items at this time, so progress will continue to be slow. If you have any questions regarding your funding in the meantime, please contact the COD School Relations Center.

### **Disbursements Not Displaying on COD Web Site [12/11/03 (Updated 03/08/04)]**

COD has identified an issue where disbursements/adjustments are being processed in COD, but are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the History screen.

COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site. COD has identified two different code fixes and cleanups that need to take place to resolve the problem.

The first code fix has been migrated. The clean up plan for the affected records has been developed, and we will be performing the cleanup shortly. COD continues to test the second code fix and will notify schools when testing has been completed. In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

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Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person’s correct SSN.

COD is working on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.